

Professional and Managerial Branch  
Miscellaneous Professional Group  
Research Series

**DEPARTMENTAL RESEARCH ASSISTANT**

08/99 (SAC)

*Summary*

Under general supervision, perform research and planning tasks related to departmental operation or services.

*Typical Duties*

Conduct special research projects. Involves: preparing draft versions of proposed special orders, directives and policies, and participating in writing and updating procedure manuals based on specific instructions; responding to and conducting surveys; collecting information, analyzing findings, making interpretations and recommendations and preparing reports; presenting results of research to departmental management or others, as assigned.

Prepare, research, analyze, and make recommendations regarding planning and budget issues, service levels and equipment and program evaluation. Involves: participating in the acquisition of equipment and furniture; estimating costs of proposals and forecasting future demand on departmental resources.

Plan, compose and prepare project reports, charts, and similar items using spreadsheet, word processing, graphics or other computer applications. Involves: organizing information based on knowledge of software capabilities and aesthetic design concepts; printing or arranging for printing of materials; participating in preparation of grant applications and updating of departmental annual report.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: coordinating work projects with departmental divisions, City departments, and other governmental agencies; substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher graded non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under close supervision; logging activities, and preparing and submitting recurring or special status reports.

*Minimum Qualifications*

Training and Experience: Bachelor's degree in Business or Public Administration, Technical Writing, Journalism or other fields with major course work involving application of research methods; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of: research and documentation practices; research methodology; computer applications such as word processing, spread sheet, graphic and database programs. Some knowledge of: departmental policies and procedures.

Ability to: perform analytical research and investigative studies and prepare comprehensive reports; utilize personal computer to enter and obtain data; learn to effectively present a variety of information using computer spread sheet, graphic and word processing applications; perform mathematical calculations; maintain records and prepare reports; express oneself clearly, both orally and in writing; follow oral and written instruction; establish and maintain effective working relationships with fellow employees, officials and the general public; perform forecasting.

Skill in safe use and care of personal computers and associated software comparable to that currently installed.

---

Director of Personnel

---

Department Head